



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Frontier Communications of Illinois, Inc.**  
**for quarter ending December 31, 2004**

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.89	2.74	3.33	2.99
B. Operator Answer Time - Information [730.510(a)(1)]	5.43	4.81	5.00	5.08
C. Repair Office Answer Time [730.510(b)(1)]	12.00	14.00	7.00	11.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	22.00	51.00	20.00	31.00
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	98.67%	100.00%	98.08%	98.95%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.60	1.30	1.20	1.37
H. Percent Repeat Trouble Reports [730.545(c)]	8.43%	10.45%	6.35%	8.45%
I. Percent of Installation Trouble Reports [730.545(f)]	15.91%	7.69%	15.38%	12.84%
J. Missed Repair Appointments [730.545(h)]	24	2	6	11
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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